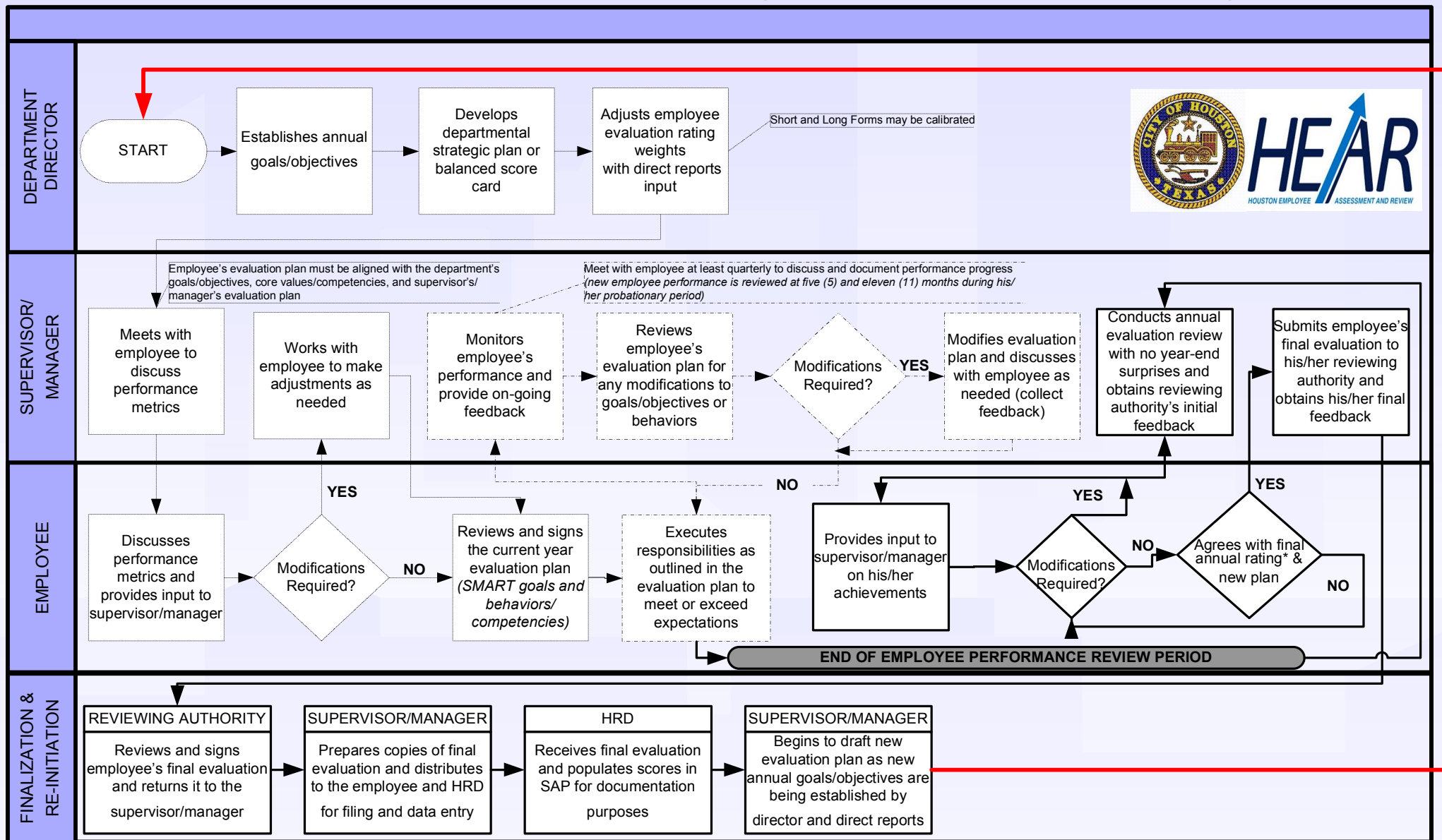


HEAR PROCESS FLOWCHART (Functional Perspective)

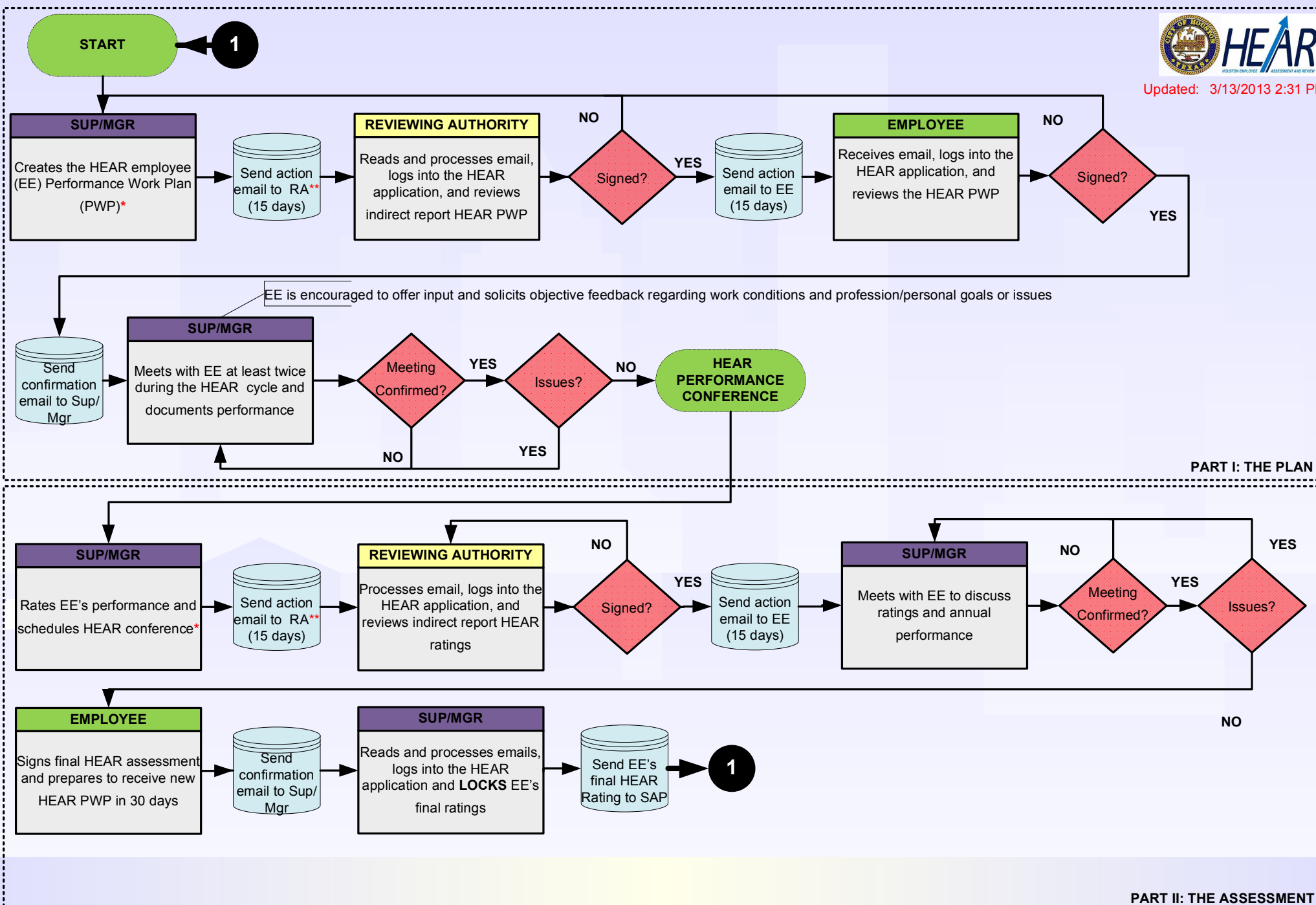


* Employees may seek to address unresolved performance management issues using one of the City's dispute resolution alternatives (i.e. ECRP, Grievance, etc.)

HEAR APPLICATION PROCESS FLOWCHART (NAVIGATIONAL PERSPECTIVE)



Updated: 3/13/2013 2:31 PM



More Information - houstontx.gov/hr/hear.html

Need Help - hear@houstontx.gov (email)

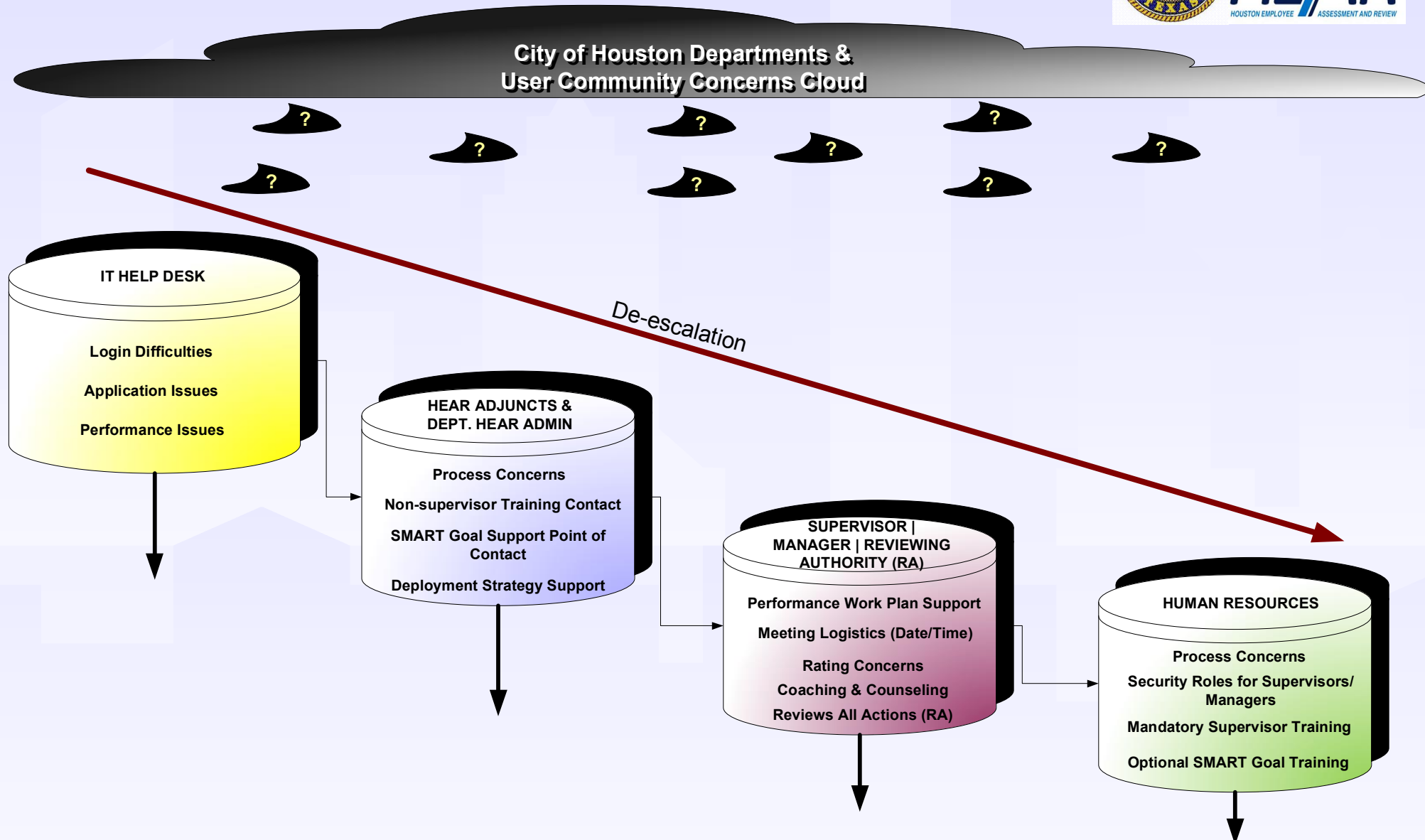
*Supervisor/Manager will have a strategic pre-discussion with employee and reviewing authority prior to the creating the work plan or completing the final assessment (on-going communications)

** Employee will receive an initial acknowledgement email alerting him/her that the PWP has been created (no action required by the EE at this step) (RA = Reviewing Authority)

Prepared by: Noel A. Pinnock, MPA, CPM

HEAR PROCESS & APPLICATION HELP DE-ESCALATION

Strategic Workgroup Assistance Teams (SWAT)



- ✓ Internal Help Desk Analysts
- ✓ Escalates Process Issues
- ✓ Email: HITSCustomerServiceCenter@houstontx.gov
- ✓ Across Departments
- ✓ Trained Facilitators & Administrators
- ✓ Quick Point of Contact (POC)
- ✓ Performance Work Plan Architect
- ✓ Develop Performance Measures
- ✓ Documents Performance (Ongoing)
- ✓ Provides Feedback (Twice Yearly)
- ✓ Closest to the Employee
- ✓ HEAR System Administrators
- ✓ Functional & Technical Expertise
- ✓ E.B. Cape Center (Training Questions)
- ✓ Email: hear@houstontx.gov
- ✓ Website: www.houstontx.gov/hr/hear.html

This support model (De-escalation) will ensure issues are resolved at the level closest to the employee.